



# High Desert Wind

## American Society of Military Comptrollers

### PRESIDENT'S MESSAGE

JoAnn Moore

June/July  
2001

PDI was great. As always, there was not enough time to attend as many workshops as one would like. So many interesting workshops and too little time! Several of the workshops I chose to attend dealt with chapter development and issues that I felt impact our chapter members. One session in particular reenergized my commitment to CDFM Certification. I came back with a renewed sense of chapter responsibility towards supporting and encouraging our members in pursuit of CDFM Certification.

I think our chapter needs to keep certification at the forefront, as an important aspect of career growth. The American Society of Military Comptrollers is an academically recognized professional society...through our scholarship programs and the career development of our members. We, as a chapter, need to do more than just talk about certification. Certification demonstrates proficiency in core aspects of defense financial management. Certification as a CDFM documents personal competence in twelve areas of the defense financial management profession. We need to reinforce the fact that there is a sense of pride in our career field that is underscored by our attainment of certification. Do you take pride in your career?

The exam is both money and labor intensive. Certification reflects a sense of pride in career, and a willingness to make sacrifices to attain this worthy goal. With that in mind, I have suggested to the board that we should reimburse our members for part of the expense of attaining certification. We are working on the details to present to you for a vote. It costs \$95 each for the three exams that must be passed for certification. This cost will go down to about \$50 once it is available on-line. The board is looking at paying for half of the cost, once certification is attained. How will we pay for this? We would establish a designated account somewhat like our Scholarship account. It is proposed that these funds come from manning a booth at this year's Open House, and each year thereafter.

Manning a booth at Open House has a twofold purpose: one, we as a chapter are sacrificing some of our time to support a worthy endeavor, and two, we are endorsing the importance of visibility in our community. We need to let folks know who and what we are. So, mark you calendars now: **20-21 Oct.** While it is a two day event, if everyone will sign up for a few hours, it can be a great time for all, rather than a burden on a few.

More info to follow...

Volume 12  
Issue 5

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# CHAPTER MEETING MINUTES

**Meeting Minutes of the High Desert Chapter  
American Society of Military Comptrollers (ASMC), Edwards AFB CA  
Wednesday, 6 June 01, 1130-1300  
Meeting Place, Long Lanai Room, Club Muroc**

- 3 New FMA members Samuel Young, Anita Barrett, Norella Hobby.
- FMA membership drive in July – waive fees (\$25)
- Modern Defense Civilian Personnel Data System (DCPDS)
  - Replaces current legacy system – all inclusive system
  - Due to reduced civilian personnel staff by 50%, system designed that was comprehensive to handle everything
  - Current FPI system will change but will be similar, DoD driven decision that goes back to early 90's
  - AF regionalization answer was PALACE COMPASS in San Antonio, TX
    - Initial operational capability (IOC), deployment slipped from Aug – now Nov (soft date)
    - Will take three weeks to fully deploy AF – do all at the same time with limited services (93 bases overseas + Conus)
- Biggest change you will notice is:
  - That self nominating to be considered – all will be advertised
  - Skill codes will still be used by AF
  - Only submit a resume if announcement specifies to do so – usually only open to the public will require resumes
  - Ctrl Skills Bank goes away
  - Car program positions will be self nominating also – via announcements, registration will be used for total pers score, penalties will still be invoked
- Web, e-mail, and Telephone are three ways to apply
- [www.afpc.randolph.af.mil/resweb](http://www.afpc.randolph.af.mil/resweb) – paysetting, acq demo, announcements, self nominating, subscription to CANS to look for jobs

DEBBIE CAMERON, Secretary  
ASMC High Desert Chapter

**ASMC Board Meeting (7 June 01) (5 July 01)  
1030-1130, Conference Room B, Adjourned 1122**

**PDI**

- 2002 PDI we need to get more donations, PDI booth collected \$135

**CDFM**

- No grandfather, effective now, requires certification to get reimbursed
- Debbie sent e-mail with vote button and received positive response
- Article for newsletter, Desert Wings (including membership)
- If interested each module or entire certification (50% if successful completion of test)

*(Continued on page 3)*

Open House POC primary: JoAnn Moore, Alternate: Debbie Cameron

- Files: minutes, reports are up to date
- Cashiers, JoAnn and Richard (make out of item signs, bring calculator)
- Last year rec club brought in \$550 for a one day event

August meeting

- Joint with FMA; Halley Kelly POC
- Pete Martini to brief on EBS (\$7.50)
- Anita contacted her to confirm topic is EBS? Also ASMC wants to present scholarships

July Meeting at Cactus Café (1045) and BAF tour (1200) 18 July

- Names needed ahead of time to Toni Sandelli, Anita Barrett will send out luncheon flier

Cancer Walk at Quartz Hill on September 15 (0800-0800), \$7 to register

Send e-mail to High Desert Chapter membership to vote on 3<sup>rd</sup> Vice President position. Lt DePorter will be leaving for Tyndall AFB, FL at the end of July.

Raquel to verify dates for scholarships

Newsletter; Have June/July letter for July meeting

- National – for 5 star – changing requirements in the future
- Web – new instructions on how to apply for 5 star award
- Quarterly letters due September 30, December 30, March 30, June 30
- December 30 newsletter bring up elections

Dianne Burns will be auditing records for High Desert Chapter

DEBBIE CAMERON, Secretary

ASMC High Desert Chapter

## HIGH DESERT CHAPTER BOARD of DIRECTORS

<u>Office</u>	Name	Office	Phone	E-mail
<b>PRESIDENT</b>	JOANN MOORE	412 TW/RMR	661-275-9305	joann.moore@edwards.af.mil
1st VICE PRESIDENT	TONI SANDELLI	AFFTC/FMAO	661-277-8652	toni.sandelli@edwards.af.mil
2nd VICE PRESIDENT	CHRISTINE MANRY	418 FLTS/CTSBR	661-277-7190 Ext. 2262	christine.manry@edwards.af.mil
3rd VICE PRESIDENT	RICHARD PHILLIPS	AFFTC/FMQ	661-277-5028	richard.phillips@edwards.af.mil
SECRETARY	DEBBIE CAMERON	AFFTC/FMH	661-277-2232	deborah.cameron@edwards.af.mil
TREASURER	NANCY WACHTER	AFFTC/FMF	661-277-4570	nancy.wachter@edwards.af.mil
EVENTS COORDINATOR	ANITA BARRETT	452 FLTS/CCB	661-277-8706	anita.barrett@edwards.af.mil
NEWSLETTER EDITOR	RHIETTA MOORE	412TW/RMX	661-275-9176	rhietta.moore@edwards.af.mil

# MEMBER'S PDI ARTICLE

## CUSTOMER SERVICE INITIATIVE WORKSHOP

by  
MSgt Nancy Wachter

Customer Service is a very important part of the Financial Services Office. One of the workshops I attended at the PDI was the Customer Service Initiative Workshop presented by the 16<sup>th</sup> Comptroller Squadron at Hurlburt Field, Florida. Colonel Roger A. Bick gave the briefing.

He felt that he had to make drastic changes in his organization to take care of the customers needs. The average waiting time for customers before the changes was 15 minutes. Colonel Bick brought his customer service personnel together and asked them to "think outside the box" to come up with solutions to the problems customers were dealing with. The squadron adopted a new approach to customer service called "service by exception".

An automated customer service approach that allowed them to understand the real-time demographics of their customer base and tailor a customer service program to meet those needs. The first step involved using existing computers to set up an automated sign-in system. The computer screen showed each customer where he or she was in line and how long the estimated wait was. They also devised a triage system that determined the severity of the customer's problem and treated them accordingly.

All personnel in the customer service area were counted on to assist customers and get them in and out quickly. Customer satisfaction ratings were up to a 4.8 on a 5 scale and the waiting times decreased to 2 minutes per customer.

We have looked at the process that Hurlburt Field has adopted and have instituted some of the changes in our customer service area at Edwards AFB. We have automated our sign-in system, extended our customer service hours, and are updating our lobby to include a self-service form area. Our customers are our number one priority and we need to do what we can to accommodate them. We are dedicated to looking for ways to improve our processes.

### Treasurer's Report

Month of May 2001

Beginning Balance	\$3,862.72
Total Revenue	323.63
Total Expenses	791.00

Ending Balance	\$3,395.35
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Less *Scholarship	\$1,229.51
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DISCRETIONARY	\$2,165.84
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Treasurers note to members:

- 1) \*Scholarship funds are raised specifically for scholarship awards
- 2) Money Market Certificate balance as of last statement (4/16/01): \$12,093.36



### Treasurer's Report

Month of June 2001

Beginning Balance	\$3,395.35
Total Revenue	388.50
Total Expenses	73.19

Ending Balance	\$3,710.66
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Less *Scholarship	\$1,229.51
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DISCRETIONARY	\$2,481.15
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Treasurers note to members:

- 1) \*Scholarship funds are raised specifically for scholarship awards
- 2) Money Market Certificate balance as of last statement (4/16/00): \$12,093.36



## AWARDS & RECOGNITION

### 2nd Quarter AWARDS

<u>Award Category</u>	<u>2nd Quarter</u>
Administrative Excellence	None
Technical Excellence	Suzanne Hove
Leadership Excellence	MSgt Colleen Davis
Director's Excellence	SSgt Arnez Gipson
Team Excellence	FMC EA Team

### CDFM CERTIFICATION

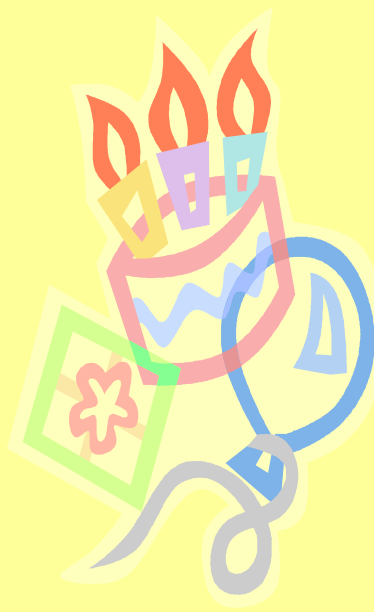
Heartiest congratulations to Barbara Sturgeon (FMAP), she recently passed all three CDFM modules and is now CDFM certified. Once again congratulations on a job well done.

### JUNE BIRTHDAYS

1Lt Joe DePorter  
Edie Morris  
Judith Zaloga (Ret)  
Donald Sullivan  
Dawn Thompson

### JULY BIRTHDAYS

Sandra Churchill  
Sam White



## HEALTH & WELLNESS

The Edwards Wellness Program has several appointments available for **Skin Cancer Screenings** next week.

**The dates are 17 - 20 July (the 16 July appointments are filled).**

**Screenings will be conducted at the NASA Dryden Health Unit (Bldg 4822).** We will give you specific directions when we schedule your appointment.

## ACTIVITIES & NEWSNOTES

### JUNE MEETING

Our June meeting will be a joint meeting with the local chapter of Federal Managers Association. The topic is Enterprise Business System Overview. The meeting is currently scheduled for Wednesday, 6 June, 1100-1300. Watch for fliers to be coming out in the near future. Get the word out... this should be a very informative meeting.

### JULY MEETING

The High Desert Chapter members meeting for July will be held on the 18<sup>th</sup>. We will first meet at the Cactus Café for lunch and a brief business meeting. You will need to go through the line for your lunch. There will not be a set menu, so you may want to arrive a little before 1100 to select your meal. During the business meeting we will be sharing the latest information we have on upcoming events. At 1145 we will car pool over to the Electronic Warfare Directorate (EW) for a tour which includes the Benefield Anechoic Facility (BAF). We need a firm head count and visitor's list for the tour NLT 11 July. Everyone taking the tour must be checked in at the BAF NLT 1200. Please contact Anita Barrett, Toni Sandelli, or your regular ASMC luncheon representative, to make sure your name gets on the visitor's list in time. See you there.

These **full-body screenings** are conducted by a dermatologist with the US Public Health Service during a **1/2 hour appointment**. Since these are happening next week, we want to fill them as quickly as possible. These screenings are popular because of all the sun exposure we get here in the desert. If the doctor determines you need follow-on care, you will be given a referral to take to your health care provider.

The screenings are **FREE** and open to **AFFTC civil service civilian employees** and **military personnel**.